

Patron Comments

May 2019

Civic Center Library

Why not put new books by genre? Much easier to file; much easier to find.

The following was emailed to patron: “Good afternoon, Thank you for taking the time to provide your suggestion that we arrange the NEW materials at the front of Civic Center Library by genre as we do in the fiction stacks. Often the arrangement of materials is dictated by the size of the collection and the size of the space available for that collection. The NEW materials are a collection constantly changing as new items arrive and older titles are relocated within the regular library collection. The ever changing size and contents of the NEW collection make it a bit more of a challenge to shelve by genre than the regular fiction collection. In addition, the NEW collections at the other library locations within the Scottsdale Public Library system are not currently shelved by genre and the shelving types vary by location, making it a challenge to shelve NEW materials by genre uniformly across our library system. All that said, I will share your suggestion for consideration with the appropriate staff within our organization for further consideration. Thank you again for taking the time to offer your feedback. Kind Regards, Erin P. Jones.....”

There are problems with the new credit card only machines for making copies if patrons don't want to (or can't) use credit cards for small amounts (.25, .50, .75) when there is only one librarian in the front to assist patrons. There is often a line to get copies released to the printer. If there's also a line at customer service to pay, it can take 15 minutes or more to complete the process. (Yes, it's happened to me twice so far). We would be better served to have machines that took both cash and credit cards, similar to the soda machine downstairs. Thank you.

The following was emailed to patron: “Good morning, I received your comment card about the new payment system on the print stations at Civic Center Library. Thank you for taking the time to fill out the comment card. We appreciate feedback from our patrons so please do continue to share your opinions.

I apologize for the time and frustration you have experienced recently. We added the credit card payment feature in response to patrons requests for this service however we recognize that there have been some setbacks and issues that remain to be ironed out as we launch this service. As we are working through this trial period, we are learning from it, taking in the feedback from patrons like yourself, and working to create a process that allows for all types of payments. Please bear with us as we find the best solution to accommodate all and do not hesitate to contact me if you have any questions, comments, or further suggestions. Sincerely, Erin P. Jones.....”

Sorry, I missed attending the board meeting yesterday (had 2 suggestions to propose)

- 1) To have at least a couple of large screen computers. When we were trying to read the IRS 1040 instruction booklet it was practically impossible to accurately read the numbers on the tax table, etc. was very frustrating. We finally had to go down to the Tempe library, where all the computers are large screen and everything is easy to read, plus their work areas around the computers are much more spacious.
- 2) Also, Tempe subscribes to “Book Page” the wonderful monthly publication of current book reviews, etc and sets them out for patrons to take and read. Really good for stimulating reader interest and knowledge about newly published books in all categories (might be a project for Friends of the Library funds)

Sorry about the handwriting, my fingers have just gone numb.

Noted and shared with Lee Schnoor & Beckie Callivan-Butler/Rebekka Jones for consideration. No follow up requested by patron. Erin Jones

Thank you for hosting the recent lecture on medical cannabis. It was interesting and informative. I hope more programs of this nature are presented in the future.

Noted and shared with Sr. Cdr & AS Cdr No patron feedback requested. Erin Jones

Make cards good for multiple years (like drivers license)

Noted. Erin Jones

Great Job!!

Noted with pleasure. No follow up required. Erin Jones

I suggest you get Final Cut Pro (editing software) in your computers, so that creative people who can't afford it, are able to come and work here. Mesa Public Libraries offer that service. I think Scottsdale should offer it too.

Noted. No follow up requested. Erin Jones

I like having puzzle to help piece together. I get my email on the computer at the library and that sure helps a lot.

Noted and shared with AS Lead Librarians. No follow up requested. Erin Jones

So much better! I've complained in the past about rudeness – so it's only right to say "Thank you" for the helpful & friendly librarians today!!

Noted. No follow up requested. Erin Jones

Is it possible to stop people from taking portions of the daily AZ Republic? Especially the "Things to Do" section. It's very annoying when it is missing. It's supposed to be shared by everyone.

Noted. No follow up requested. Erin Jones

This new lay out is not welcoming. Please put the CD music back where they were by the Reserved shelves. Nothing is in your site line. Pls do not make us look – let us wander.

Noted. No follow up requested. Erin Jones

Thanks for being open. Some facilities are sketchy, and just from my own thoughts; my education grew more. I do feel Mustang location is more closer but this location has more maneuverability than Tempe or Mesa. Plus the computer and technology books are more simple and plentiful.

Noted. No follow up requested. Erin Jones

The woman servicing the Meg's Café was very rude to my nephew who asked for ice for his water. Not only was she rude, she didn't understand and threw him out of café. I told her that was my nephew and left to file a complaint.

Subject: Your recent feedback at Civic Center Library

Good Afternoon,

Thank-you for sharing feedback on your recent visit to Meg's Café at Civic Center Library. I spoke to the staff member in the café who tried to assist your nephew to try to understand the series of events that led the staff member to ask your nephew to leave the café. As I understand it, there was confusion when you purchased a cup and lid for water for \$0.25 and then your nephew requested the café add ice to a cup that he had brought into the library with him. It is the practice at the café that staff are not supposed to take used cups behind their counter to fill with ice due to health code standards. I believe the staff member started out trying to bend this rule to provide the service your nephew requested but when there was a misunderstanding about what he wanted and the interaction went poorly from there. Please feel free to add details or more fully explain if you feel that I have the details of the interaction incorrect.

I am sorry that the service you received that day did not meet your expectations. When I spoke to the café staff member, she noted that the interaction was becoming disruptive and that she had a line of customers waiting for service after she had already bent a rule about water and ice in used cups. This led her to end the interaction and ask your nephew to leave the café area. She indicated she would be happy to refund the \$0.25 you paid for a cup and lid on that day and that she felt poorly about how the interaction ended. Please feel free to contact me at the information below if you would like to receive a refund or discuss the interaction further.

Thank you,

Erin P. Jones

This is a formal complaint regarding your security monitor. On the afternoon of Saturday, May 4, I was using the lower level facilities when your security monitor (an African American woman whose name I do not know) suddenly and quite unannounced, barged into the men's restroom shouting "Is anybody in here?" She entered to see me standing at the urinal, even after I had replied loudly and clearly, "yes". She stood there to tell me that she would be closing the restroom, watching me in the act of using the facilities. I told her she should have knocked, which she responded to me by saying it was library policy to fully enter the bathroom. I certainly did not know that it is the policy of the Scottsdale Public Library to instruct their security monitors to walk into a bathroom and stand there while patrons are actually going to the bathroom. Needless to say (or at least it should be) that it is not an appropriate or professional way to conduct business with library patrons. If she had simply knocked first, slightly opened the door, and asked if the bathroom was occupied, she could have performed her duties efficiently without invading my privacy.

To add insult to injury, I have also noticed this same monitor walking around the library taking on her personal cell phone, which is extremely annoying and disruptive to the patrons. This is extremely unprofessional behavior and sets a bad

example when library staff do not even abide by their own rules.

Your security monitors (and all library staff for that matter) should remember that the library IS A LIBRARY, not a prison. Any security monitors should not comport themselves like a prison guard. It is by way of the tax paying citizens of the City of Scottsdale that library staff is employed and patrons should be treated with the proper respect.

Patron did not request follow up or leave contact info. Comment shared with Sr Mgr, Building Operations and Public Services. Note: The individual in question is no longer a library employee. Erin Jones

Arabian Library

Would like to see “Kiplinger Retirement Report” monthly magazine in library.
Thx

The following was emailed to patron: “Good Afternoon, Thank you for taking the time to fill out a comment card to suggest that Scottsdale Public Library add Kiplinger Retirement Report to our magazine subscriptions provided in the library. Magazine and newspaper subscriptions are reviewed annually for additions and deletions so I will share your suggestion with our Collection Development Coordinator for consideration at the next annual review.

In addition, as a Scottsdale Public Library card holder, you may access Kiplinger Retirement Report for free electronically both in the library and outside (with internet access) through Academic One File, a large database that indexes full text of 1000’s of magazine, newspapers, and scholarly journals. If you would like additional help on how to navigate to this excellent library resource, please let me know or ask a library staff member the next time you are in one of our locations. We would be more than happy to walk you through the process over the phone or in person.

Thank you again for taking the time to provide your suggestion. Kind Regards, Erin P. Jones.....”

Please purchase some new Star Trek books. It seems none are being ordered and believe me I check including all branches (Please).

The following was emailed to patron: “ Good Afternoon, Thank you for taking the time to fill out a comment card with your request to purchase new Star Trek

titles for the library collection. I will share your feedback with our Collection Development Coordinator.

If you have specific titles that you'd like the library to try to order, you may wish to use our Suggest a Purchase service on the library website. I've included the direct link here: <https://www.scottsdalelibrary.org/service/suggest-a-purchase>.

You can navigate to this page from the library homepage by visiting [scottsdalelibrary.org](https://www.scottsdalelibrary.org) and using the drop down menu under "Services" to find "suggest a Purchase". Thank you again for your suggestion about our collection. Kind Regards. Erin P. Jones....."

On 2 separate occasions, the library personnel have gone far beyond to help. The last one to call me and let me know that I left a picture in a book. It meant leaving a message on my answering machine.

Noted Erin Jones

I love the crafts in the gift shop! And the displays!

Noted Erin Jones

The Scottsdale Library offers many nice programs for various age groups. The one area of interest to me, especially at this time of year, involves assistance in providing taxation forms and instructions (plus providing a few copies of the Lassers books (which you have done in the past)). Last year you had a large, bulky binder which had to be used on the premises and was very inconvenient. As a senior with no computer, this help each year would be very valuable. P.S. My sister (who lives in another state) is provided this service by her library. Please do this for us. It would clearly not be unique. Thank you

Phoned patron to let her know we do own Lassers Income Tax books and offered to place a hold. Also explained library staff can assist with finding forms online and suggested senior centers for additional tax prep assistance. Erin Jones

I would like to recognize Michelle for her outstanding service and knowledge. A great welcoming face to a great library.

Noted and shared with staff member & supervisor. Erin Jones

Would it be possible to have a way to request more than 12 books? Many books I request have not yet been released and I can no longer request older books without giving up my request number. You have a great library system!

Good Afternoon,

Thank-you for taking the time to leave a comment card at Arabian Library regarding the limit of 12 items on request at any one time. First, let me apologize for my delay in following up on your feedback. I take patron feedback seriously and my delay in responding is a poor reflection of the value that I place on comments submitted by library patrons. I understand the issue you are facing with your requests for new release items taking up space in your request list so that if you want to request an older item from another library branch you don't have an "open slot" to dedicate to getting that item without losing your place for another item. Based on similar feedback from library patrons, Scottsdale Public Library changed the holds limit from 8 up to 12 several years ago. This fixed the issue for the majority of library patrons but the issue does persist for some "high volume" library patrons like yourself.

One suggestion that might help would be try to keep one open spot for when you need to transfer an item between locations so that you don't have to lose your spot in the request list for the other 11 items you are waiting on. While this limits you to 11 items on request at any one time, it provides you with the flexibility and space on your account to get those older items to you while you wait for those new items to come in. For patrons who request and read a lot of new, high demand titles that generate long request lists, I also recommend using the Most Wanted Collection. Most Wanted items are those high demand, long request list items that we set aside to circulate separately from the requests list. Most Wanted materials have a shorter check out period and cannot be renewed but if you walk into the library and find a copy of an item you are waiting for, you can take the Most Wanted copy that day, which fulfills your request, and opens a spot for another item. Lastly, if there are other cardholders in your household who are not using all of their request lists spots regularly, some families "share" the holds across family members for this exact reason that you bring up.

Thank-you for your compliments on our library system in your comment. I hope that some of the suggestions above will prove helpful for you. Please feel free to email or call if you have any additional questions about this.

Kindest Regards,

Frin P. Jones

I'm a visitor to Scottsdale (for a month this year). Several years ago, my husband & I began to visit public libraries wherever we traveled in the USA & Canada, too. Being book lovers & avid readers, we found visiting library have us insight into a community & we could tap into a heart-beat, so to speak. So I contacted Scottsdale libraries thru the online site, in mid-January requesting information. I received a wonderful reply back telling me about the various branches and what made each one special. I was encouraged to drop by the information desk to say "hi". Our first visit was to the stunning "Arabian" branch where I met Amy!! Following the helpfulness and information offered in my anonymous email reply, Amy followed suit. I have come away with a wonderful feeling of community and also really grateful both Amy and her associates & I crossed paths. Along with a few book suggestions – and a plan to check out Mustang. Thanks so much. My hometown (Amhurst, NH) is small with just one library. A wonderful library it is, but limited by spaces, finances and resources.

The following was emailed to patron: “ Good afternoon, Thank you for taking the time to leave such a positive feedback on your experience while contacting and visiting Scottsdale Public Library in February. I value patron feedback, both the positive and the negative, but it is of course a welcome thing to receive such glowing remarks from a visitor who frequents libraries on their travels! I agree that Amy, the staff member who helped you at Arabian Library, has a special knack for welcoming and orienting new patrons and visitors alike. Her book recommendations are sought after by many of our regular patrons. I apologize for the time it has taken be to follow up on your comments but this in no way diminishes their value. Should your travels bring you back to Scottsdale, we hope you will stop by to see us again. Kindest Regards, Erin P. Jones.....”

Appaloosa

No comments

Palomino

No comments

Mustang

No comments